



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Flat Rock Telephone Co-Op, Incorporated
for quarter ending December 31, 2006

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.41	4.46	4.72	4.20
B. Operator Answer Time - Information [730.510(a)(1)]	5.74	5.16	5.85	5.58
C. Repair Office Answer Time [730.510(b)(1)]	6.00	5.00	6.00	5.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	5.50	6.00	7.00	6.17
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	100.00%	100.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.07	3.19	3.56	2.94
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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